



## Our year in numbers | 2015 Report

70% 

of respondents were satisfied with training provision  
(Action: new training planned specifically tailored to survey requests)

50% 

of respondents feel VCN's service has improved over the last year

95% 

of respondents state VCN has made a positive difference to their organization

1,818 

people were given information about volunteering

84% 

of respondents have acted on information in the newsletter, with 97% finding it relevant to their role.

970 individuals 

have received the fortnightly newsletter

918 

people made followup enquiries about volunteering

1,311 

organisations are supported by VCN

98% 

of respondents find VCN friendly, approachable and knowledgeable

In all areas covered by VCN

**! only 1% !**

expressed dissatisfaction with its services

724 

people received extra support to discuss specific issues

666 

guidance sessions given to coordinators on policy, recruitment, volunteer issues and capacity building

## Top Newsletter format requests:

**Requested:** “Perhaps a summary in circulation email, with full details by clicking the link.”

**Action:** changed newsletter email format



## Top training courses requested:

1. Volunteers and the Law
2. Recruitment and Retention
3. Difficult Situations
4. Getting it Right From the Start

**Action:** All these subjects to be covered in this year’s training offer

# TESTIMONIALS

“The support available is invaluable as you know who to ask and that you will get it when you need it. Total understanding of the sector and its foibles and huge enthusiasm keep you right.”

“I have gained a wealth of valuable information through your training courses that I believe have helped me to improve in my role.”

“The volunteer centre is always a place you can turn to if you need support or an answer. Karen does a fantastic job.”

